

S/N 09/604,199



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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| Applicant: | Robert Joyce et al. | Examiner: | Lashonda T. Jacobs |
| Serial No.: | 09/604,199 | Group Art Unit: | 2157 |
| Filed: | June 27, 2000 | Docket No.: | 2046.008US1 |
| Title: | SYSTEM AND METHOD FOR AUTOMATED AND CUSTOMIZABLE AGENT AVAILABILITY AND TASK ASSIGNMENT MANAGEMENT | | |

**AMENDMENT & RESPONSE WITH A REQUEST FOR CONTINUED EXAMINATION
UNDER 37 C.F.R. 1.114**

Mail Stop RCE
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

In response to the Final Office Action mailed October 4, 2005, please amend the application, consider the remarks herein, and grant a request for continued examination.

This response is accompanied by a Petition, as well as the appropriate fee, to obtain a one-month extension of the period for responding to the Final Office Action, thereby moving the deadline for response from January 4, 2006 to February 4, 2006.